

**Department of Information Services
CUSTOMER ADVISORY BOARD
February 25, 2002
Meeting Minutes**

Attending:

Jim Albert, Office of the Attorney General
Brad Babayan, Department of Veteran Affairs
Al Bloomberg, Department of Natural Resources
Jim Eby, Department of Fish & Wildlife
Sue Fleener, Washington State Patrol
Bob Griesel, Office of Financial Management
Phil Grigg, General Administration
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of the State Treasurer
Sarah Marlowe, Department of Resources
Shannon Marshall, Department of Retirement Systems
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Dan Parsons, Washington State Patrol
Rex Richardson, Department of Agriculture
Christy Ridout, Department of Social & Health Services
Gary Schricker, Department of Health
Susie Smith, Office of the State Auditor
Doug Tanabe, Department of Personnel
Shelagh Taylor, Labor & Industries
Larry Weber, State Printer
Craig Wilson, Liquor Control Board
Marilyn Tucker, Health Care Authority
Don Kelly, City of Olympia

DIS Staff:

Joyce Turner, Acting Deputy Director
Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Denise Ertman, Communications
Dave Kirk, Digital Government Applications Academy
Trina Knight, Management & Oversight of Strategic Technologies
John Specht, Digital Government Applications Academy
Glen Tapanila, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Andy Marcellia, Management & Oversight of Strategic Technologies
Laura Parma, Interactive Technologies
Ellen Langley, Office of the Director
Nancy Jackson, Communications
Gail Douglas, Management Services Division
Kay Metsker, Computer Services Division
Becci Riley, Computer Services Division

Welcome and Introductions:

Doug Tanabe, Department of Personnel, filled in for Thomas Bynum and called the meeting to order at 1:30 p.m.

Subcommittee Reports:

Infrastructure – Phil Grigg, Department of General Administration (GA), reported that Interwoven has been chosen as the tool for content management of the website. The pilot project will begin in March and should be completed in April. An Interwoven-managed version of Access Washington is planned for production in May. A pilot service offering for customers should be available in June.

Regarding the Windows 2000 Server Project, Phil announced that they are currently working on the schema definitions for the Active Directory and are also working on the Service Level Agreements. The Forest Resource Group is currently considering a revised request about naming conventions for locations. Phil also noted that the January IPMA presentation was a success and is currently on the Windows 2000 website.

Regarding the Single Sign-On Project, the Login Assist module funding and approach has been organized. The project will use the BASS System Single as the target for authentication and is scheduled to begin in April. For further Information, contact Alan Schmidt at (360) 725-5272.

Regarding Exchange 2000, this project is 38% complete. John Ditto is moving ahead on this project. There are no policy updates this period. They are currently working on security and providing contracts for web problems. Expected completion is June 2002.

The next CAB Infrastructure subcommittee meeting is scheduled for March 13, 2002 in the GA Building Conference Room 303A at 3:30pm

State and Local Government – The next State and Local Subcommittee meeting will be held on February 27th in the DIS Academy Room at 10:00am. Dan Parson said they encourage anyone who has interaction with State and Local Government to attend. They have a full agenda, but if you have something you would like to add please contact Dan Parsons at Dparson@wsp.wa.gov.

Human Resources – Doug Tanabe, Department of Personnel (DOP) said there was nothing new to report.

State Budget - Candace Espeseth, Office of Financial Management, said the revenue and caseload report from the Office of the Forecast Council came out last week. There is now an anticipated budget deficit of more than \$1.5 billion in the 2001-03 biennial budget. On February 10 the state received the January collections estimate based on December's tax collections and found that we are \$50 million below expectations. There is a meeting later today with the Office of the State Treasurer to discuss the cash situation.

Governor Locke has implemented across-the-board reductions including a hiring freeze, a freeze on equipment purchases and restricted state employee travel. The Senate should be putting out a budget plan approximately next week unless rescheduled.

Legislative Update – Ellen Langley (DIS) said that there are two pieces of proposed legislation that relate to the IT community that DIS has been following. One of those, House Bill 2761 would have created a new funding structure in the ISB for major technology projects. However, it did not make it out of Appropriations. The second piece of proposed legislation is a set of public disclosure companion bills to be discussed this

week; Senate Bill 6439 and House Bill 2411. These Governor- and AG-request bills broaden the number and type of records exempt from public disclosure as a means to prevent terrorist attacks on critical government infrastructure. DIS worked closely with the governor's policy office on these bills over the last month, both testifying in support of the bill, and revising a section that deals with the security of government computing systems. Both bills have progressed to committees in opposite houses.

There is also House Bill 2853, which was modified as it progressed through the House. It now calls for the military department to develop a plan for the identification, and assessment of the critical infrastructure-but not the list itself. It calls on DIS, CTED, Health, Ecology, Transportation and others to participate as needed. If the public disclosure bills (SB6439 and HB 2411) are successful, the future work products and proceedings of this group could be better protected.

WACIRC Update – Mike McVicker, (DIS) stated that they have now heard from 2/3 of the agencies. He said that while security updates can be difficult and often expensive to implement, WACIRC makes security affordable with no out-of-pocket expense. With viruses rampant, WACIRC provides the much needed security agencies need. He encourages the remaining agencies to respond. Doug Tanabe encouraged all CAB members who have not responded to provide the contact names to Mike as soon as possible.

WACIRC will be scheduling its first meeting soon and will make sure an announcement is made for all who would like to attend.

Project Management - Jim Albert (ATG) announced that they have begun development on a model of how to manage projects. They will not be ready to publish the model until next meeting. Also they would like to discuss the best ways to make the presentation to the public. They will be holding another meeting in two weeks. Agencies with Project Offices are encouraged to attend.

Digital State Award – Joyce Turner (DIS) provided schedules for the 2002 Digital State Survey. The questions are similar to last year. DIS will send out last year's responses with the questionnaire. Please look over the questions carefully though since some responses may have changed. The process this year also includes a review by each agency's Communications Office before final submission to DIS.

Digital Government Guide – Nancy Jackson (DIS) provided a live demonstration and walk thru of Plan III. It can be found at <http://www.wa.gov/dis/role/digitalgovguide/intro.htm>.

Unlike plans I & II this is completely online and interactive. It covers tools, policies and guidelines, readiness assessment, new applications, and has a "lessons learned" feature. Best Practices is integrated throughout the site to help agencies streamline. It is very extensive and CAB members are encouraged to browse through to see what all is available.

Core Systems – Dave Kirk (DIS) announced that the comment period is now closed. He thanked everyone who participated. They have walked thru the framework with sample projects and are currently making changes. The use of the framework is not mandatory. The release of version 1.0 of the core systems framework is scheduled for early to mid-March.

New Business – Doug Tanabe (DOP) made a request for agencies that are not involved in the exchange hub to link up to make it easier for statewide emails, particularly for announcements from the Governor. He added a reminder that all mass announcements must still be approved thru the governor's office.

Also a reminder that there is a Security Symposium scheduled for Thursday, February 28th and Friday, March 1st. There are two more symposia scheduled, one on March 28th entitled Internet Initiated Payments, and the second on April 25th entitled Portfolio Management. For more information or to register, please go to www-app4.wa.gov/symposia.

Meeting was adjourned at 2:39pm